



# The Moatfield Examiner



Spring 2014

## Bulletins

- We wave goodbye to Nurse Elle
  - Wasted Medication — how much it costs you
  - Day in the life of the receptionists!
  - Mobile Numbers—Do we have yours?
  - Supplement of Practice Fact Sheet
- \*also available from our website

## Surgery News

Welcome to the latest edition of the Moatfield Examiner and the first edition of 2014!

2013 held many changes for us at Moatfield. National changes to the health care service, the way services are commissioned and decreased funding have had an impact on general practice. Dr Manasi Deshpande leaving us for the sunny (and far drier) climbs of Australia, being joined by three new doctors and two new members of the nursing team!

We begin this new year with a sad farewell to one of our nurses Elle Bolton, who has left us for a post in a hospital, and will be missed by the nursing team and by all of us here. We will bring you news of our new staff as they arrive!



Finally, we would like to say a big THANK YOU to all of our patients who kindly offered their help, advice and assistance throughout the recent freak weather conditions. We almost lived up to our name by gaining a moat! You showed true community spirit in helping us to maintain healthcare provisions for our patients in difficult circumstances. It was very much appreciated.

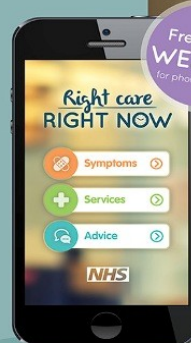


## Right care RIGHT NOW

Use our healthcare services web app to find the right care for you, right now.

[www.rightcarerightnow-nhs.net](http://www.rightcarerightnow-nhs.net)

\* Exclusive to Crawley, Horsham and Mid Sussex.



Free NHS WEB APP for phone & home



NHS



## Thank you!

*We would like to say a huge THANK YOU to our PPG who spent a good deal of their time at Christmas selling tickets for their annual raffle to raise money for the surgery. We are thrilled to report that they raised a total of £350.56 thanks to you all. Congratulations to the winners of the raffle and thank you again to the PPG!*

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

MacMillan Cancer Support have joined forces with Queen Victoria Hospital in a joint venture to support patients.

Run Monday to Friday 9.00—5.00 (excluding bank holidays) this service provides support and information to patients, relatives, friends and carers who have concerns about cancer. It is run by an information professional in conjunction with a number of trained volunteers, some of whom have personal experience of living with cancer.

This service can provide a range of complimentary therapies, an ear to listen to you and booklets, audiotapes and videos that are full of information on all aspects of cancer, including treatment and its effects, prevention and healthy lifestyle (available in several languages and braille) as well as advice on welfare benefits.

You do not need to make an appointment, simply drop in, telephone on 01342 414369 or email them at [cancer.information@qvh.nhs.uk](mailto:cancer.information@qvh.nhs.uk). They are also available at East Grinstead Library every third Monday of the month from 1.30pm – 4.30pm.

## Did you know...?

It has recently been reported that the cost of unused, returned and stock-piled medication is in the region of £300 million a year. This bill, paid by the NHS – and therefore you, could cover the cost of over 80,000 hip replacements or pay just under 12,000 community nurses.



## How can you help?

You can prevent the waste of medications by discussing with your GP at your next appointment whether you need all the drugs on your prescription and by only requesting the items you actually need at that time.



If you would like to find out more information you can visit [www.medicinewaste.com/campaign](http://www.medicinewaste.com/campaign)

# What a waste...

## Did you know...?

That in the first four months of last year 299 appointments with our GPs were wasted by patients who did not turn up at the surgery and not cancel?



Each appointment with our doctors is ten minutes long, therefore just under 50 hours of time was wasted.

We appreciate that sometimes things do happen that mean you can't make your appointment, but please remember to cancel it in good time so that someone else who needs the appointment can have it. To cancel an appointment phone us on 01342 327555.



# A Day in the Life of Our Receptionists

Did you know...?

...The practice issued approximately 83000 prescriptions in 2012-13?



07.20 - Early surgeries begin

08.00 - Phone lines and doors open

08.30 - Normal surgeries begin

11.00 - Prescription Queries Line opens

12.45 - Phones off and doors shut - Lunch!

13.30 - Phone lines, doors re-open and nurses surgeries begin

14.00 - General Queries and Results Queries Lines open

15.00 - Doctors PM surgeries start

18.00 - Most surgeries end

18.30 - Phones off and doors shut - Closed!



Did you know...?  
...Our receptionists take an average of 347 phone calls a day

## A Behind the Scenes glance at life behind the desk!

Celia, our dawn riser, gets to the surgery to open up for the early morning clinic at 7:15, setting up for the start of the day. The rest of the receptionists get in around 7:45 and set themselves up for day ahead.

8:00: The phones are live and the desk is open! On an average morning, our receptionists take 215 phone calls, many of which concern the booking of appointments. The urgent 'for the day' cases are passed to the clinical assessment team, who make appointments after a telephone consultation with patients. The normal surgeries with the doctors and nurses begin at 8.30, so Celia's time is spent booking in patients and helping with their queries e.g. prescription pick-ups or booking follow up appointments at the request of the GP. Throughout the morning, our receptionists on the phone and the front desk as well as our secretaries will be working together to help getting our patients the help they need, as well as doing tasks for the clinical team and their own admin.

11:00 - Prescriptions line opens. Our prescription lady today - Emma begins to answer prescription query calls whilst issuing requests that have come through online, by post or via our drop box.

The phones shut down and the doors close at 12:45; time for lunch! Come 1:30 we are open again, with nursing clinics starting at the same time. Jacquie is on the desk this afternoon, and will be helping patients that come into the surgery with their queries and assisting if there is a problem with the check-in screen.

2:00 - the Results Line opens. The ladies on the phones will help patients look up test results and relay any response the Doctor may have left for them alongside the normal phone calls.

3:00 - the doctors begin their afternoon surgeries, it can get quite busy so the ladies in the office are on stand-by to help if Jacquie needs it!

5:00 - 6:00 - the surgeries are finishing and for most of the receptionists it marks the end of the day. Our late team stays until 6.30 when the surgery closes.

6:30 - Phones off and door shut - the surgery is closed. The late team finish any remaining work ensuring nothing has been left and go home!

If you have already provided us with your mobile number, is it up to date? We frequently get undeliverable return texts because we have old phone numbers...



## MOBILE NUMBERS



Did you know that you can receive text reminders about your upcoming appointments, notification of appointment changes and health and surgery information to your mobile number, all for free?

All you need to do is provide the surgery with a current, valid mobile number and we will do the rest! You can even receive reminders for your children (under 16 years old) if you wish, by providing their names and date of birth, along with the number you wish to be contactable on.

Simply fill in the form below and return it to the receptionist or pick up a mobile form from the front desk and give it back to us filled in. If you fill in your email address we can add this to your records, and send occasional health and surgery information to your inbox.



### MOBILE NUMBER FORM

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Name of Children: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

6							7
8	4				2		
	2		1			4	
	7	3			6	9	
						1	
4						3	6
	6				5		1
9			3	2	4	5	8
	5		6	8		7	2

## Surgery Sudoku!

### Dates for your Diary

7th April 2014—PPG Easter Raffle starts

18th April 2014 - Good Friday

21st April 2014 - Easter

Monday



If we have your mobile number for your children — are they still under 16? If they are 16 or over we can remove your number from their records — after this age they are entitled to put their own number.